

ANNUAL REPORT

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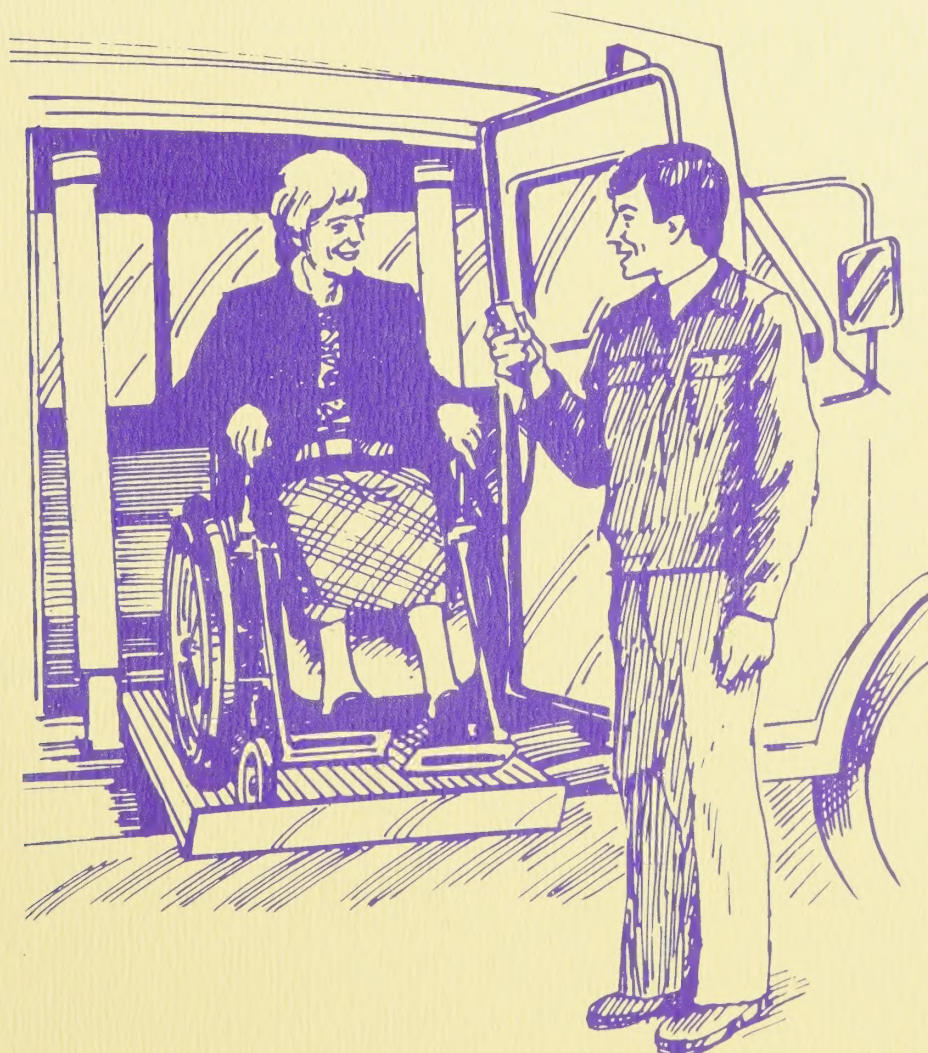
1985



URBAN/MUNICIPAL

10th

Anniversary



Disabled and Aged Regional Transit System

PRESIDENT'S MESSAGE

It has, indeed, been a busy though rewarding year for me. I have enjoyed meeting with passengers and local politicians on some challenging issues. The Organization has an excellent Board of Directors who work with dedication and concern in framing policy and plan for the future.

Frequent dialogue with members of Regional Council has given us the opportunity to provide them with a greater awareness of the complex nature of the services provided by D.A.R.T.S. I would like to express my thanks to Chairman Bill Sears and Councillors Helen Bell, Geraldine Copps and Bob Wade for their continuing support.

As President of D.A.R.T.S., I am more aware of the complexities involved in making decisions concerning the real needs of the disabled. Each decision must give consideration to political and economic pressures since they affect the lives and well-being of our passengers. The service we provide must maintain its flexibility and cater to the problems of growth and demand.

A major accomplishment for our Board was to receive approval for our 1986 budget and I feel that the Region study will be supportive of our other efficiencies and direction of the Company.

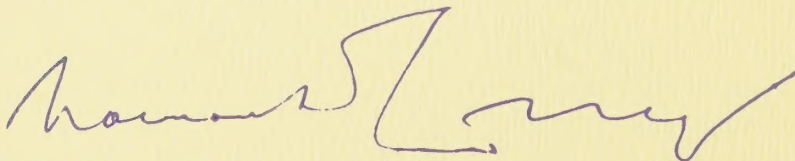
Hamilton-Wentworth has an excellent paratransit system. We often receive accolades from the Ministry and other systems as we display leadership. D.A.R.T.S. is an essential service in the Community and will continue growing as a vibrant and dynamic organization with the support from passengers, Community agencies and government.

I am optimistic that the issues under the Charter of Rights will consolidate our definition of eligibility and strengthen our case in protecting and defending the rights of the disabled to equally access transportation services.

We will continue to provide a personalized passenger service. Your concerns and suggestions to improve the service are brought before our Committees. We are kept informed frequently of our shortfalls and encouraged by your words of appreciation and support.

My sincere thanks to all Board and committee members who have given unselfishly of their time and energies, particularly the Executive Committee members who have convened for numerous ad hoc meetings. Special thanks are extended to Patti De Groote, Jack Harris and Bob Wodehouse who have completed their terms of office. We will miss them. I would especially like to welcome Ivan Cairns, Eric McGhie, Andy Phillips and Derek Watters who join us for the coming year.

The entire staff at D.A.R.T.S., Brian Pinto our Chief Executive Officer, our drivers and administrative staff deserve our praise and congratulations. Keep up the good work!



Norman Corfe
President

STATISTICAL SUMMARY

	1985	1984
Passenger trips booked	219,495	174,309
Cancellations & No-shows	15,287	15,487
Total passenger trips taken	192,786	158,822
Increase over previous year	21. %	29. %
Operating vehicles	21	20
Kilometers travelled	765,891	606,340
Average kilometers per trip	7.85	6.30
Average cost per kilometer	\$ 1.72	\$1.97
Average cost per trip (DARTS)	\$13.52	\$12.38
Average cost per trip (Taxi)	\$4.25	\$4.00
Overall Average	\$ 8.91	\$9.08

PASSENGER TRIPS (000's)



Disabled and Aged Regional Transit System

FINANCIAL STATEMENTS BALANCE SHEET

as at December 31, 1985 (with comparative figures for 1984)

ASSETS	1985	1984
CURRENT		
Bank	\$ 81,860	\$ 9,274
Accounts receivable	48,108	60,230
Prepaid expenses	16,242	14,759
	<u>146,210</u>	<u>84,263</u>
TRUST FUND AND RESERVE		
Cash	100	100
Due from Regional Municipality of Hamilton-Wentworth	36,741	116,363
	<u>36,841</u>	<u>116,463</u>
FIXED (note 1)		
Purchased vehicles	741,384	551,618
Donated vehicles	—	33,479
Office equipment	31,409	25,266
	<u>772,793</u>	<u>610,363</u>
Less accumulated depreciation	(624,283)	(483,003)
	<u>148,510</u>	<u>127,360</u>
	<u>\$ 331,561</u>	<u>\$ 328,086</u>

LIABILITIES	1986	1984
CURRENT		
Accounts payable - trade	\$ 49,930	\$ 42,383
Due to Regional Municipality of Hamilton-Wentworth	96,280	41,880
	<u>146,210</u>	<u>84,263</u>
TRUST FUND AND RESERVE		
Reserve for capital purposes	27,574	77,425
Margaret Maxwell Memorial Trust Fund	9,267	39,038
	<u>36,841</u>	<u>116,463</u>
EQUITY IN FIXED ASSETS	<u>148,510</u>	<u>\$127,360</u>
	<u>\$ 331,561</u>	<u>\$ 328,086</u>

STATEMENT OF CHANGES IN TRUST AND RESERVE For the Year Ended December 31, 1985	Margaret Maxwell Memorial Fund	Reserve for Capital Purposes
BALANCES - BEGINNING OF YEAR	\$ 39,038	\$ 77,425
REVENUES		
Donations and memberships	7,060	32,450
Interest income	1,165	3,808
Provided from current operations - In lieu of depreciation	—	85,140
MTC subsidy on capital purchases	—	142,231
	<u>47,263</u>	<u>341,054</u>
EXPENDITURES		
Special charters	5,546	—
Capital purchases	32,450	313,480
	<u>38,000</u>	<u>313,480</u>
BALANCES - END OF YEAR	<u>\$ 9,267</u>	<u>\$ 27,574</u>

Disabled and Aged Regional Transit System

STATEMENT OF OPERATIONS

For the year ended December, 31, 1985 (with comparative figures for 1984)

	1985	1984
REVENUES		
Passenger fares - agencies	\$ 216,537	\$ 225,962
- passengers	116,548	79,104
- charters	31,663	25,710
	364,748	330,776
Other	14,509	—
	379,257	330,776
EXPENDITURES		
Wages and salaries	763,258	641,257
Employee benefits	114,255	101,435
Gas and oil	88,279	81,973
Repairs and maintenance	104,014	108,388
Office maintenance	16,345	23,821
Rent	11,525	7,734
Licences and permits	3,421	1,992
Insurance	49,088	44,922
Telephone	11,792	7,388
Printing and stationery	19,135	18,069
Postage	6,158	5,413
Miscellaneous	12,411	13,364
Purchase of services	397,691	250,398
Computer service, audit and legal fees	18,550	49,744
Office equipment	3,993	8,959
Communication radio	8,137	7,675
Travelling	841	2,969
Uniforms	3,275	6,530
	1,632,168	1,382,031
	(1,252,911)	(1,051,255)
PROVISION FOR RESERVE FOR CAPITAL PURPOSES	(85,140)	(59,367)
EXCESS OF EXPENDITURES OVER REVENUES	(1,338,051)	(1,110,622)
GRANTS		
Regional Municipality of Hamilton-Wentworth	418,797	368,059
Ministry of Transportation and Communications	919,254	742,563
	1,338,051	1,110,622
EXCESS OF REVENUES OVER EXPENDITURES FOR THE YEAR	\$ —	\$ —

Approved on behalf of the Board

Norman Corfe, President

DIRECTORS

Paul McLenachan, Treasurer

NOTES TO FINANCIAL STATEMENTS

For the year ended December, 31, 1985

1. SIGNIFICANT ACCOUNTING POLICIES

(a) Revenue and Expenditures —

The accrual method has been used to reflect revenues and expenditures.

(b) Fixed Assets —

Purchased vehicles and office equipment recorded at historical cost.

Subsidies received toward the purchase of these assets are credited to accumulated depreciation.

Donated vehicles are stated at their estimated retail value at the date of acquisition.

(c) Depreciation and Reserve for Capital Purposes —

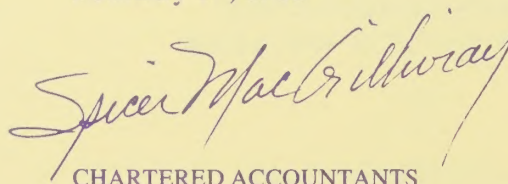
A provision is charged to the revenues for the reserve for capital purposes. The provision is equivalent to a charge for depreciation calculated on the straight-line basis at the rate of 25% per annum of the historical cost of the assets. For those assets for which a subsidy has been received, depreciation is calculated at the rate of 25% per annum of the historical cost less the related subsidy.

AUDITOR'S REPORT

We have examined the balance sheet of the Disabled and Aged Regional Transit System as at December 31, 1985, and the statements of operations and changes in trust and special reserves for the year then ended. Our examination was made in accordance with generally accepted auditing standards and accordingly included such tests and other procedures as we considered necessary in the circumstances.

In our opinion, these financial statements present fairly the financial position of the organization as at December 31, 1985 and the results of its operations for the year then ended in accordance with accounting principles set out in the notes to the financial statements applied on a basis consistent with that of the preceding year.

February 17, 1986



CHARTERED ACCOUNTANTS

EXECUTIVE DIRECTORS MESSAGE - OPENING DOORS

We all have a good deal to celebrate on D.A.R.T.S. 10th birthday. We've come a long way together.

Within a year of its founding ten years ago, D.A.R.T.S. was carrying 110 passengers five days a week. We now serve 800 people every weekday and service has been extended to weekends, evenings and holidays.

Now, more than ever, D.A.R.T.S. is opening doors throughout the Community for health care, education, employment, worship, entertainment, shopping and family visits.

We are all especially grateful to its founders — Nelson Allan, Marjorie Baskin, Dorothy Thomas, Bill Callaghan, Ashd Kulkarni, Dorothy Cauley, Anne Jones, Bill Tallman, Doug Wallace and the late Margaret Maxwell and Jim Stowe.

The care and concern of our drivers and other staff members has been vital to the growth of D.A.R.T.S. Passengers and Agencies have helped by suggesting ideas to improve the service. Vehicles have been donated by such organizations as the War Pensioners of Canada, Dofasco Employees Association, The Royal Canadian Legion Branch 58 and The Clawhammers Association.

Citizens serving on our volunteer Board of Directors have given thousands of hours over the years. We can all be proud of the expansion and improvement of D.A.R.T.S.' service as a Community achievement. Last year that growth continued at an especially rapid rate. We provided almost 193,000 trips — 21 % more than in the previous year.

The Board of Directors and staff made numerous changes and improvements in an effort to cope with the amazing growth in demand. We computerized our booking service and installed additional telephone lines.

Despite those and other progressive steps, by year end almost 300 people were waiting to be registered as D.A.R.T.S.' passengers. Health Care centres and Community agencies told us that they would be coming to us for more and more help in providing programs and services for disabled citizens.

We shared those concerns with members of Regional Council when we submitted our request for 1986 funding support. Their decision to provide much more money this year reflects their understanding that transportation services must be expanded if disabled citizens are to fulfill their personal opportunities and share equally in the life of the Community.

On behalf of our present and future passengers, I would like to offer special thanks to Regional Chairman, Bill Sears, and to Bob Wade and Ann Sloat who provide the Transportation and Finance Committees with such effective leadership.

As a result of that farsighted funding decision, we have already been able to eliminate the waiting list and standby list. By 1986, budget provides for 226,825 passenger trips or 17.6 % more than last year. Six older vehicles have already been replaced and four more have been ordered.

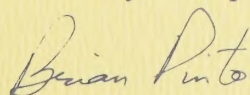
The challenge for all of us now is to continue improving the quality as well as the quantity of D.A.R.T.S.' service. We feel encouraged by the many very favourable comments we are receiving from passengers about D.A.R.T.S.' drivers as well as Veterans Taxi drivers. Needless to say, we are delighted by those favourable comments. But we also hope passengers will tell us about any problems that may arise so we can do everything possible to prevent them from happening again.

As we look back on 1985, there are so many people to thank, I scarcely know where to begin. As always, our drivers deserve very special thanks. Our other staff members and Board of Directors work together as a team with the support of Regional Council and staff.

I would like to express my sincere thanks to all Board members, in particular to Helen Bell, Patti DeGroote, Jack Harris and Bob Wodehouse for their years of service on the Board. Finally, to Norman Corfe, our President and members of the Executive committee, for their confidence and support in management and their dedication to D.A.R.T.S.

On behalf of our passengers, I would like to thank Regional Councillors for their continuing support and encouragement. Finally, I thank every staff member for their ideas and suggestions, their dedication to passengers and their pride in D.A.R.T.S. You, as passengers, are our first priority. I want to thank you and your families and the Community Agencies for the tremendous support of this service. With your help we can continue to open doors for employment, school, shopping, church, medical appointments and social activities.

With your help we can continue to open doors throughout the Community.



Brian Pinto
Executive Director

D.A.R.T.S.' Board of Directors

Norman Corfe
 Leo Laviolette
 Harrison Arrell
 Paul McLenachan

President
 Past President
 Vice President
 Treasurer

Harry Buckle
 Marilyn Davis
 Jack Harris
 Ross Robinson

Ray Collins
 Patricia DeGroote
 George Oravec
 Chester Waxman

Geraldine Copps
 Peter Hampson
 Morris Perozak
 Bob Wodehouse

Brian Pinto

Executive Director/Secretary

Committees:**Executive**

Norman Corfe - Chairman
 Leo Laviolette
 Harrison Arrell
 Paul McLenachan

Personnel

Ray Collins - Chairman
 Peter Hampson
 Leo Laviolette
 Chester Waxman
 Jack Lowes

Nominating

Leo Laviolette - Chairman
 Harrison Arrell
 Norman Corfe

Finance & Administration

Paul McLenachan - Chairman
 Harry Buckle
 Ray Collins
 Peter Hampson
 Jack Harris
 Chester Waxman
 Bob Wodehouse

Community Relations

Harrison Arrell - Chairman
 Geraldine Copps
 Marilyn Davis
 Andy Phillips
 Morris Perozak
 Ross Robinson
 Sister Martina

Service & Operations

Peter Hampson - Chairman
 Harry Buckle
 Ray Collins
 Geraldine Copps
 Marilyn Davis
 Jack Harris
 Paul McLenachan
 Morris Perozak
 Ross Robinson
 Chester Waxman

Acknowledgements to:

Capital Bus Sales, (Ottawa)
 The Clawhammers Association
 Coca-Cola Ltd.
 Funcraft (1981) Ambulance Sentinel Division
 Girl Guides of Canada
 Marilyn Davis, St. Joseph's Hospital
 Mountain Mobile Maintenance Ltd.
 Photovision (Bernd Taeger)
 Plumbers & Steamfitters Local 67 Banquet Centre
 And to all those who have generously donated.

Royal Canadian Legion, Hamilton, Branch 58,
 Ladies Executive Auxiliary
 Sing-A-Longs (Ian McCarthy & Fred Moyes)
 Bob Stirling, Stirling Print-All
 Thames Beverages Ltd.
 Tim Horton Donuts, Ryta Cruse
 Videofile (Michael Jackson)
 Veterans Taxi
 War Pensioners of Canada